

## Supplementary file 2: Example of the coding tree

Patients' descriptions	Subcategories					
	Equal treatment	Information	Involvement in care decisions	Environmental factors	EMS personnel professional competence	EMS personnel driving skills
<i>They weren't sort of formal. So, they were like a human next to a human. So, I feel that this is a very important thing at least for me personally. So, like if they look like officials/formal and just very formally ask these questions it is different than if they are not as formal. It creates a sort of pleasant feeling.</i>	Don't feel nice if acting is too official  Natural acting (not too official) makes relationship nice					
<i>Well then, the ambulance staff interviewed me and they took all sorts of test and I don't know what they took but I think we were there for an hour and then they said that we should get to the hospital because it won't go away otherwise. So, then we came here and now I am here.</i>		Lack of information about assessment and results				
<i>And nothing else other than lie down inside the ambulance and cannula was inserted into my hand and I have type 1 diabetes so they took my blood sugar levels, there was nothing alarming in those readings and they asked if I want to have pain medications and I said I don't need any and every five minutes</i>			Ask patient need for pain medication  Ask patient feelings during the			

<i>they asked if I was feeling ok. One of the paramedic's was chatting to me and taking down information and then we arrived at the hospital and we came into this treatment room and I could not imagine any better treatment or transportation or anything.</i>			transport			
<i>Well I did not hold on to anything, so I was just able to be sort of relaxed. But it did shake and bounce, so the road is worse there, but we got there regardless.</i>				Shaky and bouncy ride Bad roads		
<i>Well... They did investigations, like for example this morning. So, then they said that they don't understand so they will bring me here. Probably it was somewhat tricky what this illness may be, I don't know. Because it was only two weeks ago when I was here. The transportations were similar. And then when we left home they apparently stopped because I felt that it can't be this smooth on the road. They tried to insert, and it failed so it was not inserted (shows cannula). They can insert it soon at the hospital, apparently the veins are so fragile. That's why it failed. Yeah, I don't know what else to say.</i>					Lack of knowledge (EMS personnel) Solution is to transport to the hospital Uncertainty to put an IV (paramedics try first and then decide to leave it to the hospital)	
<i>It was good because I was tied securely so I did not sway, and the ambulance</i>						Not driving too

<i>driver did not drive recklessly and then I knew it was safe to be aboard on the way to get treatment. And to be in expert hands.</i>						fast  Sens of safety when get transported to hospital
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